



**Title of study: Experiences of being invited on to the Welsh National Exercise Referral Scheme (NERS)**

Thank you for your interest in our study! Here is all the information you need to know about taking part. Please take time to read it carefully.

**What is the purpose of this study?**

The purpose of this study is to speak to people who were referred to NERS but didn't take up the programme so that we can help those running the programme learn about what they are doing well, and where they might be able to make improvements.

We are interested in speaking to people with a range of responses to being invited. These could include for example, those who knew it wasn't for them right from the start, those for whom the timing was wrong, and those who were struggling with other things in their life. Or maybe it was the way they were invited that put them off. We are interested in all that and everything in between!

**Do I have to take part?**

No, it is completely up to you whether you decide to take part in this study. If you decide to take part, you will be asked to sign an online consent form (on the next page) and to provide some basic information about yourself (age, gender etc).

Agreeing to join the study does not mean that you must complete it. You are free to withdraw at any stage without giving a reason. A decision to withdraw at any time, or a decision not to take part at all, will not affect any treatment/care that you may receive (should this be relevant).

**Are there any age or other restrictions that may prevent me from participating?**

To take part you must be aged 16 years or over and have been referred to the NERS programme but not attended.

**What will I be asked to do if I take part in the study?**

If you agree to take part, you will be invited to have a 1-2-1 conversation with a researcher from the University of Hertfordshire (who is independent from NERS) about your response to being invited onto the programme. These will be friendly and relaxed in style. You can choose whether this is via telephone or Zoom. The researcher will ask you questions such as whether you think the way you were

invited could be improved, or whether you could have been better supported to attend. Interviews will take no longer than one hour.

Just after providing consent (on the next page), you will be asked to select whether you would prefer your conversation to be by telephone or video call. You can then either select your time slot or request a researcher to telephone you to arrange this. Either way, we will contact you afterwards by email to confirm your time slot and tell you what to expect next. The researcher will also give you a quick courtesy call the day before your conversation to introduce themselves and answer any questions that you may have.

In addition to taking part in the conversation, we will also ask you whether you would be interested in working with us to produce an output (e.g. a short film) to communicate the findings of this research. This is an additional way of getting involved and entirely optional. We will ask you whether you are interested in this after you have completed the section on booking.

### **What are the possible disadvantages and risks of taking part?**

We do not foresee any risk in taking part in this study. The conversation is voluntary, and you will not be expected to discuss any issue that you do not want to, or that you find sensitive or intrusive.

If for any reason you do become upset, the researcher will pause the conversation until you are ready to continue. You will not have to continue if you do not want to. We will also direct you towards an organisation where you can get additional support, if this is necessary.

### **What are the possible benefits of taking part?**

Your contribution is vital to understanding what changes need to be made to NERS so that it can be as open and welcoming as possible to everyone. This will directly feed into recommendations that we make about how the service is delivered in the future. Everyone who takes part will receive their choice of either a £10 Love2Shop or Tesco voucher.

### **How will my taking part in this study be kept confidential?**

If you decide to take part, we will ask you to sign and state your name on a consent form (next page). Your consent will be downloaded and stored on our secure project folder on the University of Hertfordshire computer system for six years after which time it will be deleted.

Your name will not be stated on any other research materials. We will not use your name in any research reports or publications we make. We will instead use a unique participant number assigned to you. If we decide to quote anything that you have said during our conversation, your name will not be associated with it. This means that it will not be possible for those who run the NERS programme (or anyone else) to either know that you took part or what it is that you said.

The conversations will be audio recorded (not video). The audio recording may be sent to an approved transcriber to be typed up. If this is the case, your full name will not be disclosed.

### **Are there any limits to that confidentiality?**

If you tell us something that leads us to believe that you or others are at risk of harm, then we will act to help you. In most situations this will involve signposting you to sources of information and support. Where we are concerned that there is risk of *significant* harm, particularly if you are under the age of 18, then we may be obliged to pass this information on to the relevant safeguarding organization(s) so that they can help you. You cannot refuse this referral process, but we would tell you that it was happening.

If you reveal evidence of unlawful activity during the research, then we may be obliged to refer the matter to the appropriate authorities.

### **What will happen to the data collected within this study?**

Immediately upon completion of each conversation, the audio recording will be moved to our secure project folder on the University of Hertfordshire server. At this point the audio recording will be deleted from Zoom and our digital audio-recorder (used as a back-up). All recordings will be deleted once transcription (typing up) of them is completed.

All research data (the information that described you, the audio recordings and transcripts) will be stored by the research team in our secure project folder and separately from your consent data. Access to all data will be limited to a small number of research team members. All handling, storage and disposal of data will be General Data Protection Regulation (GDPR) compliant.

Consent forms will be stored for up to six years, after which time they will be deleted. Transcripts will be stored until analysis is complete (anticipated to be November 2021). Once analysis is complete, transcripts will be fully anonymized (unique participant number removed) before they are moved to the University of Hertfordshire's Research Archive (UHRA) – see next section for more information.

If you are interested in working with us on an output to communicate the research findings, we will keep your contact details separately from your consent and research data within a secure folder on the UH server. We will keep these contact details until the end of the study and then delete them.

### **Will the data be required for use in further studies?**

Anonymised transcripts will be stored indefinitely within the University of Hertfordshire's Research Archive (UHRA). They will be made available to other researchers 'on request', meaning that other researchers will be given access to them if this is for the purpose of performing further analysis for the benefit of science.

We will also make available 'on request' a document which shows our analysis of everyone's combined data. Both sets of data will be fully anonymised, that is, it will not be possible to identify you as a participant.

**Who has reviewed this study?**

This study has been reviewed by The University of Hertfordshire Health, Science, Engineering and Technology Ethics Committee with Delegated Authority.

This helps to make sure that anyone involved in this study is protected from any harm or distress that the study might cause, and that the study has been designed so that people taking part know what is being done and why, and give their informed consent to participate.

The UH protocol number is aLMS/SF/UH/04546(3)

**Who can I contact if I have any questions?**

Contact the study team by emailing [phirst@herts.ac.uk](mailto:phirst@herts.ac.uk) and we'll get back to you within 1-2 working days.

**Who should I contact if I have a complaint?**

Although we hope it is not the case, if you have any complaints or concerns about any aspect of the way you have been approached or treated during the course of this study, please contact the project lead, Dr Katie Newby, in the first instance by emailing [k.newby@herts.ac.uk](mailto:k.newby@herts.ac.uk).

If you are not satisfied with the response, please write to the University's Secretary and Registrar at the following address:

Secretary and Registrar  
University of Hertfordshire  
College Lane  
Hatfield  
Herts  
AL10 9AB

**Thank you very much for reading this information and giving consideration to taking part in this study.**